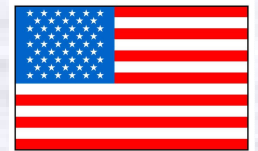
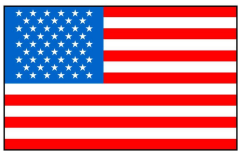


# FLEET LOGISTICS SUPPORT IMPROVEMENT CONFERENCE

## ISEA ASSESSMENT REPORT

Mr. Ed Chergoski  
NAVSEA 04L52

CM and Fleet Readiness Division  
5 March 03



# Overview

---

- Background
- Scope and Objectives
- Nominal Process
- Observations
- Issues/Recommendations
- Best Practice Candidates
- Summary
- Next Steps

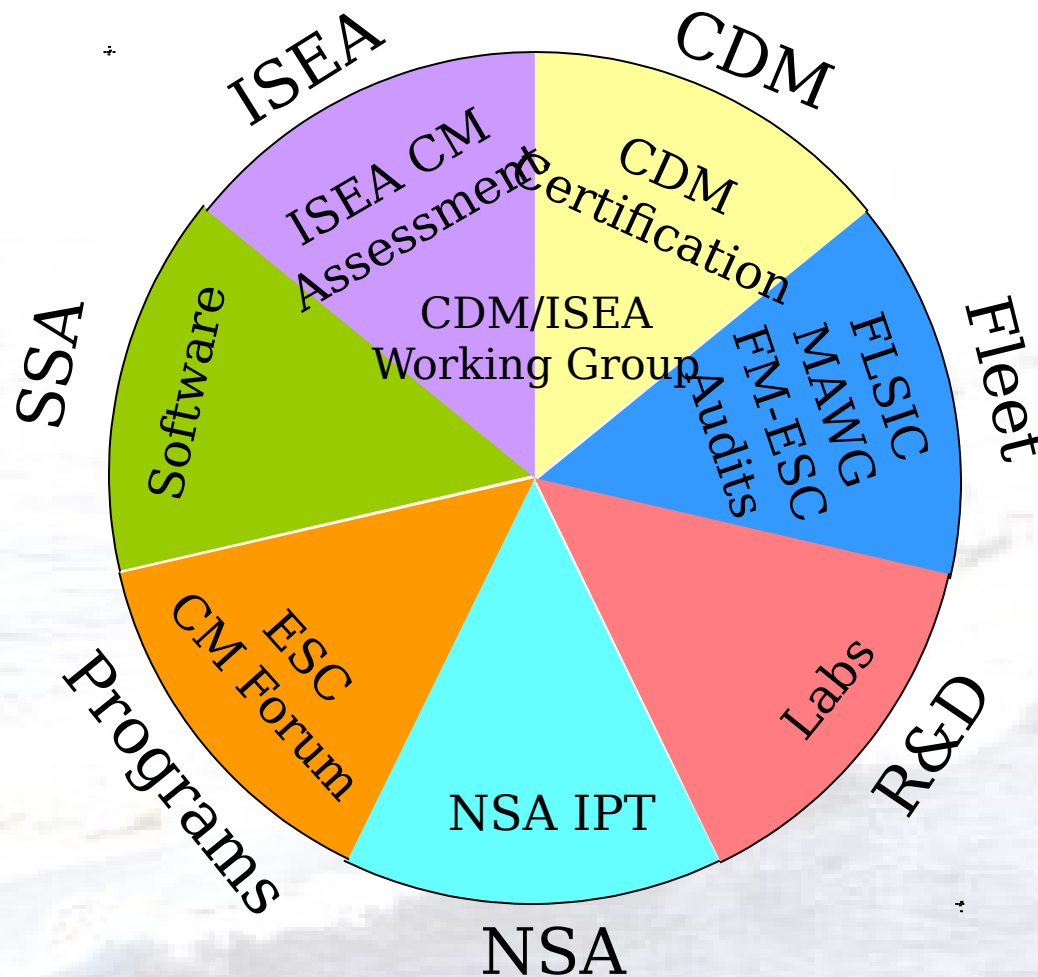
# Background

---

- Response to Fleet concerns
  - Configuration data accuracy and quality
- SEA 04 developed CM Improvement Plan
  - Improve Communications
  - **Conduct Continuous Assessments**
  - Identifying CM Tools Effectiveness
  - Increasing CM Training
  - ERP Processes
  - Meaningful Metrics
- Briefed to FM-ESC

**ISEA major stakeholder in CM process**

# Continuous Assessments

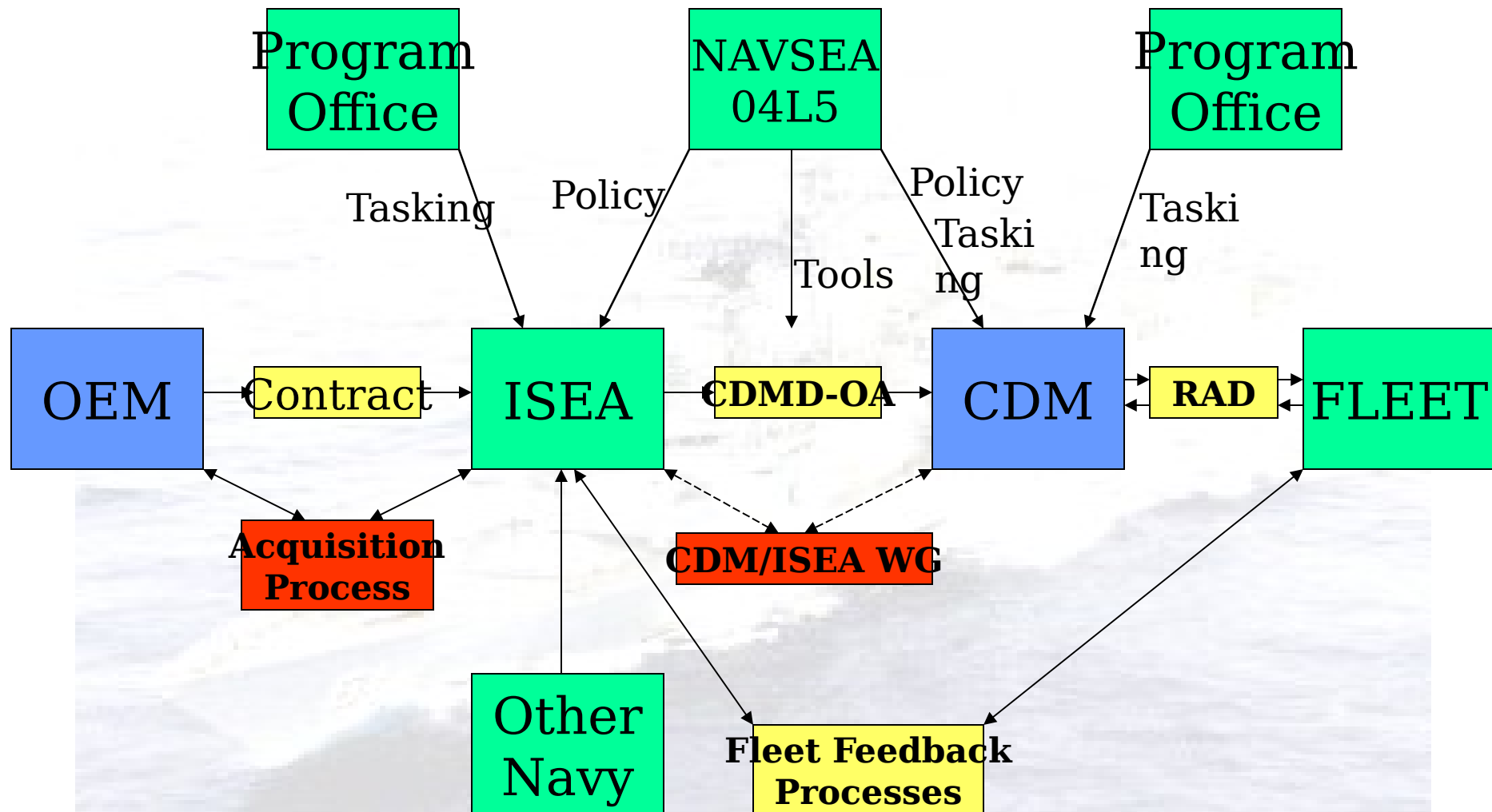


# Scope and Objectives

---

- Visit each ISEA site and conduct interviews with Command, Team Leaders and working level CM personnel
- Assess processes/procedures, tools, and training associated with:
  - CM Planning and Management
  - Configuration Identification
  - Configuration Change Management
  - Configuration Status Accounting (CSA)
  - Configuration Verification and Audit
  - Configuration Management of Digital Data
  - Specific Enterprise Resource Planning (ERP) requirements
- Identify “as is” and “best practice” process candidates
- Develop issues/recommendations

# Nominal Process



# Observations

---

- Configuration Management & Planning
  - Program specific CM processes
  - Majority had documented repeatable procedures
    - Investigate periodicity of review
  - Active participation in CDM/ISEA Working Group
  - Various command/personnel CM certifications
  - Dedicated CM Division fosters standardization
- Configuration Identification
  - Nomenclature request processing delays
- Configuration Change Management
  - Sound Change Management Processes
  - Multiple ECP management/tracking tools
  - Standard forms modified to support specific programs

# Observations

---

- Configuration Status Accounting
  - End items in CDMD-OA
    - Majority of ISEAs utilize CDMD-OA
    - Remainder rely on CDM to populate CDMD-OA
  - NDE-NM utilized for installation planning/scheduling
  - Multiple CSA software applications
    - Two activities had command-wide standard tools
    - Multiple program specific tools
  - No automated interface between CDMD-OA and local CSA databases.
  - No scheduled comparison between CDMD-OA and local CSA data.
    - 3 ISEAs conduct event driven comparisons
  - One activity regularly updates CDMD-OA SOS data



# Observations

---

- Configuration Verification and Audit
  - Specific installation information not reported to ISEA by AIT  
(COTS, valves)
  - One ISEA updates VSAC/VDATE to report sight validation efforts
    - Consistent with Validation Working Group initiative to utilize VSAC/VDATE to reduce redundant validation efforts
  - No metrics captured to assess data accuracy and down-line integrity
- Configuration Management of Digital Data
  - Well defined levels of access
  - No automated exchange of data with external repositories

# Observations

---

- Enterprise Resource Planning
  - Information requested by ERP CM-IPT
    - Permission rights for data entry and change based upon individual personnel responsibilities
    - Effectivity dates established by Program Offices and Type Commanders IAW FMP
    - BOMs under version control
    - Two ISEAs report dependence on 12 digit HSC

# Issues/Recommendations

---

- 12 Issues
- Lack of formal CM training program for personnel
  - CDM/ISEA Working Group to investigate and develop standard ISEA focused CM training plan
- Multiple command/program specific software applications
  - SEA04L5 liaison with Program Managers and Warfare Center to develop community-wide software application to accommodate ISEA change management and CSA requirements working towards an ERP solution

# Issues/Recommendations

---

- No scheduled routine comparison with CDMD-OA and local CSA databases
  - Recommend PEOs direct and fund ISEAs to conduct routine metric generating comparisons on a periodic basis
- Lack of data integrity metrics
  - 04L5 will have the CDM/ISEA Working Group identify and develop distribute meaningful metrics
  - Recommend to ISEA's to use these metrics to collect data

# Best Practice Candidates

---

- Process Asset Library (PAL) (CDSA)
  - Repository of repeatable procedures and CM directives
- Dedicated CM division/branch fosters standardization efforts (CDSA, CSS, PHD)
  - CM process owner clearly identified
  - Sharing between multiple product lines
- Update of CDMD-OA Source of Support (SOS) data (CSS)
  - Supports NAVSEA Distance Support initiatives
- Comparison between CDMD-OA and local data as part of alteration process (CDSA, CSS, PHD)
  - Improves CDMD-OA accuracy

# Best Practice Candidates

---

- Verification of CM data in shipboard database during installation. (CSS, PHD)
  - Improves shipboard database and CDMD-OA accuracy
- Update of VSAC/VDATE during equipment reviews (PHD)
  - Supports Validation Working Group efforts to reduce redundancy
- Widespread utilization of web-based collaborative tools. (PHD, Crane, IH)
  - Capitalizing on current technology
- Standard CSA database used across program lines. (PHD, PHLO)
  - One tool supports multiple programs

# Summary

---

- First look at “as-is” processes
- Identified “best practices” and “issues/recommendations”
- While we recognize that “One size does not fit all”, there are opportunities to standardize to reduce operational costs
- Obtained information to support ERP transition

Level of effort  
predicated on  
funding/direction  
from Program Offices.

# Next Steps

---

- Continue teaming with PEOs and Warfare Center for process improvements.
- Increase ISEA participation in CDM/ISEA Working Group
  - Next meeting July 2003
- Task CDM/ISEA Working Group
  - ISEA specific “how to” training plan.
  - Standardized tools/processes
  - Metrics
- Develop follow-up assessment schedule



An aerial photograph of a large shipwreck on the ocean floor. The ship's hull is visible, with a large section of the deck and superstructure exposed. The surrounding water is a deep blue, and the seabed is a lighter, sandy or silty color. The shipwreck is oriented diagonally across the frame.

# BACK-UP SLIDES

# Issues/Recommendations

---

Program specific CM plans are not being reviewed/updated on periodic basis.	Program Offices ensure existing CM Plans are reviewed/updated on routine/scheduled intervals.
"How to" desk guides were not available for all programs.	Recommend development of "how to" desk guides to facilitate employee training.
The majority of the activities did not have a formal CM training program. On-the-job training was identified as the predominant method of passing on CM knowledge/experience to new employees.	SEA 04L5 to submit this issue to the CDM/ISEA Working Group for resolution.

# Issues/Recommendations

---

Activities reported excessive delay in the processing of nomenclature requests.	SEA 04L5 to address and resolve the issue.
Multiple ISEAs reported inconsistency in the format of drawings provided by prime contractors.	SEA04L5 liaison with Program Managers to ensure consistency in program contract deliverables.
Two of the ISEAs do not submit planning data as required by reference (c)	Recommend compliance with reference (c)

# Issues/Recommendations

---

Multiple command/program specific software applications are utilized to fulfill the ISEAs change management/CSA responsibilities. None of the tools currently in use have a direct interface with CDMD-OA and require the manual development of CDMD-OA work-files or the transmission of SDIF to report planning/installation data to the CDM.	NAVSEA 04L5 to lead an effort to develop a CM community-wide software application to accommodate ISEA change management and CSA requirements working toward and ERP solution.
None of the ISEAs reported any scheduled routine comparison of local CSA data with CDMD-OA.	Recommend a routine metric generating compare be accomplished on a periodic basis.

# Issues/Recommendations

---

Specific installation information is not being provided to the ISEA by the AIT (i.e. COTS, valves, etc.).	Recommend changes occurring during installation be reported to the cognizant ISEA.
Changes are made to CDMD-OA without the knowledge of the ISEA. This results in information being loaded without ISEA review.	Recommend establishment of an automated feedback loop.
None of the ISEAs reviewed were able to provide any metrics for the purpose of assessing data integrity.	SEA 04L5 to submit this issue to the CDM/ISEA Working Group for identification, development and distribution of required metrics.
Automated data exchange with external data repositories is virtually non-existent and results in the reliance on manual data-entry or file transfer to maintain any level of synchronization.	Recommend NAVSEA 04L5 lead an effort to develop a CM community-wide software application to accommodate ISEA change management, CSA requirements, and automated data exchange with CDMD-OA, NDE, and/or NEMAS.